

DEPARTMENT OF THE NAVY  
Office of the Chief of Naval Operations  
Washington, D.C. 20350

OPNAVINST 11101.21D  
OP-15  
27 September 1983

OPNAV INSTRUCTION 11101.21D

**From:** Chief of Naval Operations  
**To:** All Ships and Stations (less Marine Corps field addressees not having Navy personnel attached)

**Subj:** Navy Housing Referral Service (HRS)

**Ref:** (a) DODINST 4165.51 of 29 Nov 73  
(b) NAVFAC P-930  
(c) OPNAVINST 1740.3

**Encl:** (1) Housing Referral Inter-Service Coordination Areas

**1. Purpose.** To prescribe Navy policy and procedures for the establishment and operation of the Navy Housing Referral Service (HRS).

**2. Cancellation.** OPNAV Instruction 11101.21C.

**R) 3. Applicability and Scope.** This instruction applies to all Navy installations with personnel assigned who are authorized to live in the civilian community.

**R) 4. Policy.** It is the policy of the Department of the Navy:

a. To provide a personalized housing referral service, to assist DoD personnel and their dependents in locating suitable nondiscriminatory housing in the civilian community, regardless of grade, years of service, or marital status.

b. To conduct all housing activities in a manner which is free from discrimination, and in a manner which provides equal opportunity and treatment for all personnel, regardless of their race, color, creed, national origin, or sex.

c. To rely on civilian communities near military installations as the primary source of housing for DoD personnel.

**5. Objectives.** The objectives of the Navy housing referral service are:

**R) a.** To provide DoD personnel and their dependents who are authorized to live in the civilian community with a personalized and conveniently available service to assist them in locating suitable nondiscriminatory off-base housing.

**R) b.** To insure that DoD personnel and their dependents are quickly, suitably, and economically housed in reasonable proximity to their duty station, homeport, or homebase.

c. To avoid duplication and overlap in providing housing referral service where two or more installations of DoD are located in the same general area and draw upon the same community for support.

d. In the United States, to provide civilian employees of DoD who are transferred from one place of residence to another because of job requirements or recruited for job opportunities away from their current place of residence with an offer of the same services and assistance that military personnel receive.

e. In areas outside the United States, to provide all United States citizen civilian employees of the DoD with the same services and assistance that military personnel receive.

**6. Establishment.** The HRS will be established within the family housing organization at the local level where such organization exists, in accordance with reference (a). No other military installation, activity, or office will operate or provide referral services in competition with the HRS. Detailed procedures for the operation of HRS is contained in reference (b). **(R)**

a. HRS will be staffed by permanently assigned civilian personnel at grade levels commensurate with assigned responsibilities and which encourage a career field in the family housing organization. Criteria for determining staffing requirements is included in reference (b). **(R)**

b. Large Shore Installations. Installations having more than 500 military personnel assigned will establish and operate a full time staffed HRS, unless serviced by another installation HRS as authorized by the Commander, Naval Facilities Engineering Command (COMNAVFACENGCOM). **(R)**

c. Small Shore Installations. Installations having less than 500 military personnel assigned will either be serviced by an HRS of another installation within the same geographic area or will establish an HRS to perform referral services to the extent required. Such offices may be full time or part time operations, as dictated by local requirements and in accordance with reference (b). **(R)**

d. Fleet and Mobile Units will be serviced by an appropriate HRS in the homeport or homebase area.

e. Inter and intra-service coordination.

(1) Maximum inter (between/among services) and intra (within Navy) service coordination shall be effected **(R)**

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in the provision of HRS to avoid duplication and overlap where two or more DoD installations are located in the same general area and draw upon the same community support.

- R) (2) The Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics) has established housing areas where inter and intra-service coordination of HRS is required. The military service which has coordinating responsibility for each area is designated in enclosure (1).

- R) 7. **Freedom of Choice in Selection of Housing Accommodations.** Each military person authorized to reside off base shall retain freedom of choice in the selection of private accommodations (within local customs and laws of host nation in overseas locations), except in those situations where competent authority has imposed restriction as described in reference (b).

#### 8. Functions of the Housing Referral Service

- R) a. The HRS will, as a minimum, obtain and maintain rental/sales listings; counsel DoD personnel and their family members, as required; investigated alleged discrimination acts; mediate landlord/tenant complaints; establish and maintain liaison with the civilian community and other governmental agencies; and maintain data for submission of any reporting requirements.

- R) b. Amplification and specific guidance for the accomplishment of HRS functions and the Equal Opportunity in Off Base Housing program are provided in reference (b).

- R) 9. **Funding and Accounting.** Costs of the HRS are chargeable to the Family Housing, Navy account administered by COMNAVFACENGCOM.

10. **Reporting Requirements.** DD Form 1656, "The Housing Referral Services Report" with discrimination investigative report(s), is required as of 31 March and 30 September of each year from each shore installation performing HRS on a full or part time basis. Instructions for the completion and submission of DD Form 1656 are contained in reference (b).

- A) 11. **Discrimination.** Federal legislation defines discrimination as an act, policy, or procedure that arbitrarily denies equal treatment to individuals because of race, color, religion, national origin or sex.

a. Within the United States. Federal legislation prohibits discrimination in housing. A suspected discriminatory act in violation of federal law, with or without the filing of a formal complaint, will be investigated by HRS personnel within 3-working days of receipt of such information. Reference (b) provides detailed guidance on investigative procedures. (A)

b. State/Local Legislation. Many state/local jurisdictions have enacted housing discrimination laws which include factors other than race, color, religion, sex or national origin. When a suspected discriminatory act is not within the federal legislation, but is in violation of state/local laws, the HRS will provide the individual with information on the state and local offices which will investigate and process the complaint. (A)

c. Outside the United States. Upon receipt of information on suspected discriminatory acts, the CO will consult with the Staff Judge Advocate to determine if the laws of the country prohibit any of the actions in subparagraph 11(a) above, and take investigative action as appropriate. Detailed guidance is provided in reference (b). (A)

#### 12. Action

a. The Chief of Naval Operations has the overall responsibility to ensure that DoD policy for the provision of HRS is implemented.

b. The Commander, Naval Facilities Engineering Command (under CHNAVMAT) will:

(1) Issue implementing instructions for operating Navy HRS. (R)

(2) Administer, budget, and finance the HRS program.

(3) Review the progress, usage and effectiveness of the HRS program, implementing modifications, corrections or improvements, and advising CNO (OP-15) of program effectiveness and problems related thereto.

(4) Review and consolidate DD Form 1656 (Housing Referral Services Report) for submission to Deputy Assistant Secretary of Defense (Installations) with a copy to CNO (OP-15). (R)

- A) (5) Review and consolidate discrimination investigative reports for submission to the Deputy Assistant Secretary of Defense (EO and Safety) with a copy to CNO (OP-15).

(6) Develop, implement, and monitor inter and intra-service coordination with the cooperation of Commanders of other military installations as provided in subparagraph 6e.

c. Major claimants will ensure that adequate staffing as determined by the formula provided in reference (b), is made available to activities for the accomplishment of HRS functions described herein.

d. Commanding Officers of all units having or supporting personnel who are authorized to live in the civilian community will:

(1) Ensure that HRS is a mandatory check-in point for all military personnel (accompanied and unaccompanied) who will be authorized to reside in the private community.

(2) Ensure that HRS is provided to all DoD personnel in accordance with this instruction and as amplified by reference (b).

(3) Ensure that HRS counselling includes members' responsibility to pay just debts to landlords, utility companies, etc., and support HRS in their efforts to obtain such payment when required.

(4) Ensure that the DD Form 1656 and discrimination investigative reports are submitted to COMNAV-FACENGCOM on specified due dates.

(5) Initiate corrective action(s) as warranted to ensure the established goal of housing 80% of the personnel requesting assistance is accomplished.

(6) Ensure restrictive sanctions are imposed against agents/facilities where suspected discriminatory acts are found valid in accordance with reference (b).

(7) Ensure that HRS maintains liaison with the local Navy Sponsor Program as described in reference (c).

(8) Ensure that all detachment orders and house hunting TAD orders include the following statement:

"You are directed to report to the appropriate Housing Office for housing referral service prior to negotiating an agreement for off base housing."

### 13. Reports and Forms

a. The reporting requirement contained in this instruction is assigned symbol DD-M(SA)1311(11101) and is approved for 3 years from the date of this instruction.

b. All housing offices will maintain a supply of the following forms and pamphlets: (1) DD Form 1656-0102-LF-019-0001, Housing Referral Services Report; (2) DD Form 1667-0102-LF-019-5501, Detailed Sales/Rental Listing; (3) DD Form 1668-0102-LF-019-6001, Off-Base Housing Application; (4) DD Form 1670-0102-LF-001-6700, Notification of Housing Selection; (5) Renting in the Civilian Community Without Dependents, DOD FS-46A/NAVED-TRA 49788 (SN 0503-LP-003-0200); and (6) Renting in the Civilian Community with Dependents, DOD FS-64/NAVEDTRA 46610 (SN 0503-LP-003-0500).

c. All forms are available from cognizance I stock points in accordance with NAVSUP P2002, and all pamphlets are available from Commanding Officer, Navy Publications and Forms Center, Philadelphia, Pennsylvania 19120.

LANDO W. ZECH, JR.  
Deputy Chief of Naval Operations  
(Manpower, Personnel and Training)

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HOUSING REFERRAL INTER-SERVICE COORDINATION AREAS

<u>State</u>	<u>Housing Area</u>	<u>Military Service Hsg. Referral Coord.</u>
Alaska	Anchorage Fairbanks	Air Force Army
Arizona	Yuma Tucson	Marine Corps Air Force
California	San Francisco Monterey Long Beach Barstow San Diego	Navy Army Navy Marine Corps Navy
Colorado	Denver Colorado Springs	Air Force Army
Georgia	Atlanta	Army
Hawaii	Oahu Island	Army
Illinois	Northshore Area (Glenview, Great Lakes Ft. Sheridan)	Navy
Missouri	Kansas City Richards/Gebour	Marine Corps
New Jersey	McGuire - Ft. Dix Lakehurst	Air Force
New York	New York	Navy
North Carolina	Fayetteville	Army
South Carolina	Charleston	Navy
Texas	San Antonio	Air Force
Virginia	Norfolk-Portsmouth Hampton-Newport News	Navy Army
Washington	Tacoma	Army
Washington, D. C.	Metropolitan Washington Area	Army

Enclosure (1)